



RICHARD SANCHEZ
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CHIEF INFORMATION OFFICE**

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ADOPTED

BOARD OF SUPERVISORS
COUNTY OF LOS ANGELES

January 20, 2015

The Honorable Board of Supervisors
County of Los Angeles
383 Kenneth Hahn Hall of Administration
500 West Temple Street
Los Angeles, California 90012

12 January 20, 2015


PATRICK OGAWA
ACTING EXECUTIVE OFFICER

Dear Supervisors:

**APPROVE INFORMATION TECHNOLOGY FUND MONIES TO
ACQUIRE INFORMATION TECHNOLOGY SECURITY AND PRIVACY
AWARENESS TRAINING CONTENT**

(ALL SUPERVISORIAL DISTRICTS) (3 VOTES)

SUBJECT

The Chief Information Officer is requesting approval of Information Technology Funds to acquire Enterprise Information Technology Security and Privacy Awareness Training content from Terranova Training, Inc.

IT IS RECOMMENDED THAT THE BOARD:

Approve \$215,000 from the Information Technology Fund to acquire Enterprise Information Technology Security and Privacy Awareness Training content and professional services from Terranova Training, Inc. for all County departments.

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION

Security and privacy training on Information Technology (IT) resources is necessary to increase awareness and assist mitigate and reduce cyber security risks. In compliance with Board Policy No. 6.111 "Information Security Awareness Training", the Chief Information Office (CIO) is working with departments to establish and maintain a departmental information security awareness training program. This training program will become a key element to the Countywide Information Security Program and will address a training requirement for County staff that includes employees, contractors, subcontractors, and volunteers.

The Terranova Training, Inc. (Terranova) material provides training for best practices to protect personal and confidential data, including Protected Health Information (PHI) and Personally Identifiable Information (PII). PHI related training, required by Health Insurance Portability and Accountability Act (HIPAA) and Health Information Technology for Economic and Clinical Health (HITECH), is also included in the Terranova solution. This material will be regularly updated on new topics dealing with new technologies and emerging threats and will be accessible by departments from the County's Learning Management System (LMS).

Implementation of Strategic Plan Goals

The recommendation supports the County's Strategic Plan Goal for Operational Effectiveness (Goal 1); supports Board Policy No. 6.111; and the County's Information Security Strategic Plan approved by your Board.

FISCAL IMPACT/FINANCING

The Terranova Agreement will provide IT Security and Privacy Awareness Training Content for all County IT users accessible through the County's LMS or electronic copies for alternative facilitated training. The first year cost, including software maintenance and support, is:

• IT Security and Privacy Awareness Training	\$165,000
Content for County's LMS (includes first year maintenance and support)	
• Professional Services (e.g., content customization)	20,000
• Training Electronic Copies (i.e., Word, PowerPoint, and/or PDF)	30,000
• Total	\$215,000

Ongoing annual costs are estimated at \$45,500 (e.g., \$33,000 for software maintenance and support, \$7,500 for content customization, and \$5,000 for electronic copies). The budget for ongoing costs will be submitted as part of our FY 2015-16 Budget Request.

FACTS AND PROVISIONS/LEGAL REQUIREMENTS

The Terranova Training Content will address compliance requirements with Federal, State, and County mandates, including California Assembly Bill 1149 (or California Civil Code 1798.29), an amendment to the State's existing breach notification laws that extends to local agencies.

On Board approval of the use of ITF funds, the County's Purchasing Agent will execute a Purchase Order with Terranova under existing County Master Services Agreement No. MA-IS-1440029-1.

CONTRACTING PROCESS

Terranova was the vendor selected through a Request for Proposals (RFP) issued by the CIO, in collaboration with the Internal Services Department (ISD). The RFP's functional and technical requirements were reviewed by members of the County's Information Security Steering Committee (ISSC), DHR, the County's Chief HIPAA Privacy Office, and two Subject Matter Experts (SMEs) from the technology research firms of Gartner, Inc. and Forrester Research, Inc.

The RFP was released on November 29, 2012 and closed January 14, 2013, with five responses received. ISD determined that only three RFP's met the minimum mandatory requirements. An

Evaluation Committee comprised of three Departmental Information Security Officers (DISO), a DHR representative, and the County's Assistant Chief HIPAA Privacy Officer, reviewed these responses. The vendor references and cost proposals were separately evaluated and scored by ISD.

On April 10, 2013, ISD issued a Notice of Intent to the top-ranked vendor and proceeded through the acceptance phase of the evaluation, which included:

- Sharable Content Object Reference Model (SCORM), a collection of standards and specifications for web-based e-learning content;
- LMS integration testing by DHR; and,
- Content review by Subject Matter Experts.

Over the next several months, the top-ranked vendor was unable to deliver on all RFP requirements, in particular the County's HIPAA and HITECH training needs. Consequently, the vendor was issued a Notice of Disqualification by ISD on August 15, 2013.

The County proceeded to the next top-ranked vendor, Terranova Training, Inc. and began the acceptance phase of the evaluation on December 10, 2013. On successful conclusion of this phase, contract negotiations were initiated, and concluded on May 27, 2014.

Although considerable time has lapsed since issuance of the RFP, the County's Chief Information Security Officer has continuously assessed the viability of Terranova material against their competitors and confirms that they meet the needs of the departments and the pricing quoted to the County has not been increased.

On Board approval of the use of ITF funds, the County's Purchasing Agent will execute a Purchase Order with Terranova under existing County Master Services Agreement No. MA-IS-1440029-1.

IMPACT ON CURRENT SERVICES (OR PROJECTS)

The recommended security and privacy training modules will enhance the information security and privacy awareness training provided to all County IT users and assist them to protect County data, including PHI and PII, that is acquired, used, maintained, and/or transmitted by County computer systems.

CONCLUSION

Approval of the recommendation will provide the training material needed to inform employees on best practices to protect County IT resources and personal and confidential data, as well as maintaining compliance with Federal, State, and County mandates, including HIPAA, HITECH and California Assembly Bill 1149.

The Honorable Board of Supervisors

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Respectfully submitted,

A handwritten signature in cursive script that reads "Richard Sanchez". The signature is written in dark ink and is positioned above the printed name.

RICHARD SANCHEZ

Chief Information Officer

RS:RP:pg

c: Acting Executive Officer, Board of Supervisors
Interim Chief Executive Officer
County Counsel